

February 29, 2008

VIA OVERNIGHT & ELECTRONIC MAIL

Ms. Debra A. Howland  
Executive Director and Secretary  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429



**Re: DG 06-107; National Grid Reports of Monthly Customer Call Answering Performance**

Dear Ms. Howland:

As set forth in the comprehensive settlement agreement approved by the Commission pursuant to Order No. 24,777 in the above-captioned docket, I am submitting the monthly report of Granite State Electric Company d/b/a National Grid ("Granite State" or "Company") regarding customer call answering performance for January 2008. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a KeySpan Energy Delivery New England updated through the month of January 2008.

Please note that on January 21, 2008 Granite State implemented the CSS customer billing system. As set forth in the settlement agreement, for a period of six months beginning with the implementation of CSS ("CSS Transition Period"), Granite State will have a goal to answer 80% of customer calls within 30 seconds. Consequently, the enclosed report reflects the CSS Transition Period standards.

Please feel free to contact me at (508) 389-3243 with any questions.

Very truly yours,

A handwritten signature in cursive script that reads "Alexandra E. Blackmore".

Alexandra E. Blackmore

Enclosures

cc: Meredith A. Hatfield, Esq.  
Service List (via first class mail)